Amendments to the Claims

The following listing of claims will replace all prior versions of claims in the application:

37.   (currently amended)   A computerized method for providing user support, the method comprising:

    (a)   passing, at an end-user computer, a navigation event from a first frame originating from a first domain to a second frame originating from a second domain, wherein the first domain and the second domain are separate from the end-user computer and subject to a consistent page domain requirement, wherein the first frame comprises a set of content, wherein the set of content is masked such that it appears to originate from the second domain;

    (b)   determining the present navigation location within the first frame using the navigation event;

    (c)   initiating an automated help session in the second frame, the automated help session corresponding to the determined present navigation location, wherein the automated help session is provided by an automated agent through the second frame;

    (d)   monitoring one or both of:

        (i)   a plurality of subsequent navigation locations of the end-user within the set of content of the first frame, or

        (ii)   a plurality of subsequent navigation events initiated by the end-user within the set of content of the first frame,

    wherein the act of monitoring comprises passing the one or both of a plurality of subsequent navigation locations or a plurality of subsequent navigation events to the second frame, wherein the act of monitoring is performed at least in part by the automated agent; and

    (e)   displaying the first frame and the second frame in a single web page at the end-user computer.

- 2 -

38.   (currently amended)   The method of claim 37, further comprising:

   (a)   receiving data that was collected from the end-user in the automated help session;

   (b)   initiating a live help session, wherein the live help session is provided by a live human agent; and

   (c)   passing the collected data to the live help session.

39.   (currently amended)   The method of claim 37, further comprising:

   (a)   receiving data that was collected from an end-user in the first frame; and

   (b)   passing the data collected in the first frame to the second frame.

40.   (previously presented)   The method of claim 37, wherein the first frame comprises a content frame.

41.   (currently amended)   The method of claim 37, further comprising[[:]] passing a command from the automated help session to the first frame.

42.   (currently amended)   The method of claim 37, further comprising:

   (a)   receiving data that was collected in the automated help session; and

   (b)   passing the data to the first frame.

43.   (currently amended)   The method of claim 38, further comprising:

   (a)   receiving data that was collected in the live help session; and

   (b)   passing the data to the first frame.

44.   (currently amended)   The method of claim 38, further comprising:

<u>(a)</u>   receiving data that was collected from the end-user in the second frame; and

<u>(b)</u>   passing the data to the live help session.

45.   (currently amended)   A computerized method for providing user support, the method comprising:

<u>(a)</u>   passing, at an end-user computer, a navigation event from a first frame of a Web page originating from a first Internet domain to a second frame of the Web page originating from a second Internet domain, wherein the first Internet domain and the second Internet domain are distinct from the end-user computer, <u>wherein the Web page is subject to a consistent page domain requirement, wherein the first frame comprises a set of content wherein the set of content from the first frame is masked such that the set of content appears to originate from the second domain</u>;

<u>(b)</u>   determining the present navigation location within the first frame using the navigation event;

<u>(c)</u>   receiving automated help session content from the second Internet domain;

<u>(d)</u>   providing a help session in the second frame at the end-user computer, the automated help session corresponding to the determined present navigation location, wherein the automated help session is provided by an automated agent, wherein the act of providing a help session comprises one or both of:

(i)   monitoring a plurality of subsequent navigation locations of the end-user within <u>the set of content in </u>the first frame, or

(ii)   monitoring a plurality of subsequent navigation events initiated by the end-user within <u>the set of content in </u>the first frame; and

<u>(e)</u>   displaying the first frame and the second frame in the Web page at the end-user computer.

46. (currently amended)   The method of claim 45, further comprising:

    (a)   receiving data that was collected from the user in the automated help session;

    (b)   initiating a live help session, wherein the live help session is provided by a live human agent; and

    (c)   passing the collected data to the live help session.

47. (currently amended)   The method of claim 45, further comprising:

    (a)   receiving data that was collected from an end-user in the first frame; and

    (b)   passing the data collected in the first frame to the second frame.

48. (previously presented)   The method of claim 45, wherein the first frame comprises a content frame.

49. (currently amended)   The method of claim 45, further comprising[[:]] passing a command from the automated help session to the first frame.

50. (currently amended)   The method of claim 45, further comprising:

    (a)   receiving data that was collected in the automated help session; and

    (b)   passing the data to the first frame.

51. (currently amended)   The method of claim 46, further comprising:

    (a)   receiving data that was collected in the live help session; and

    (b)   passing the data to the first frame.

52.　(currently amended)　The method of claim 46, further comprising:

　　(a)　receiving data that was collected from the end-user in the second frame; and

　　(b)　passing the data to the live help session.

53.　(currently amended)　A computerized method for providing user support at an end-user's computer, the method comprising:

　　(a)　passing, at the end-user's computer, a navigation event from a first frame originating from a first Internet domain to a second frame originating from a second Internet domain, wherein the first frame and the second frame are contained within a single Web page that is subject to a consistent page domain security requirement, wherein the first frame comprises at least one link, wherein the at least one link is encoded to appear to have originated from the second domain;

　　(b)　determining the present navigation location within the first frame using the navigation event;

　　(c)　providing an automated help session in the second frame at the end-user's computer, the automated help session corresponding to the determined present navigation location, wherein the automated help session is provided at least in part by an automated agent, wherein the act of providing an automated help session comprises:

　　　　(i)　monitoring navigation activities of the end-user within the first frame,

　　　　(ii)　passing data from the second frame to the first frame, and

　　　　(iii)　passing data from the first frame to the second frame; and

　　(d)　displaying the first frame and the second frame in the single Web page at the end-user computer;

wherein the end-user's computer, the first Internet domain, and the second Internet domain are separate domains.

54.   (currently amended)   The method of claim 38, further comprising:

    (a)   gathering help data associated with the live help session;

    (b)   updating a knowledge database with the help data; and

    (c)   using the help data from the updated knowledge database in a subsequent
    automated help session to provide assistance to the end-user.

55.   (previously presented)   The method of claim 37, wherein the first domain is
associated with a first address, wherein the second domain is associated with a second address, the
method further comprising masking one or both of the first or second addresses to create an
appearance that the first and second addresses are the same address.

56.   (previously presented)   The method of claim 37, further comprising receiving a
request from the end-user for assistance, wherein the act of initiating an automated help session is
performed in response to receiving the request from the end-user for assistance.